



Billing Support Frequently Asked Questions

Small Animal Health Businesses

IDEXX appreciates and values your business. We created new billing documentation to make it easier for you to do business with IDEXX. Below are answers to some common questions about IDEXX billing. These are separated by statement and invoice to help you find the answer to your question. If your question is not answered below, please contact IDEXX Customer Service at **1-800-814-1147**.

Statement Questions and Answers

1. Why do I have a consolidated summary section and a statement section?

The consolidated summary section provides customers with a simple way to view and to pay their total bills, while the statement section provides the detail of all transactions during the month, including balances due, payments, credits and new charges. You will continue to receive your monthly invoices from IDEXX Reference Laboratories and IDEXX Telemedicine.

2. Why did your terms and conditions of sale change?

The terms and conditions of sale were changed as part of our effort to simplify billing for our customers; to allow them to make one payment for all IDEXX transactions. Pursuant to the new terms and conditions of sale, all payments are due to IDEXX by the 25th of each month, regardless of when the purchase was made in the prior month.

3. My payment for the previous month does not show up on my statement.

What should I do?

IDEXX may not have received your payment and posted it after printing your new monthly statement. If you know you paid the amount, you can ignore that information and it will clear on your next monthly statement. If you have questions about your bill, you can contact IDEXX Billing Services at **1-800-814-1147**.

4. Can I have my statement delivered by email or fax instead of by mail?

Yes, you can choose the method of delivery for your statement and invoices by going to www.idexx.com/statementform and following the instructions. Both your invoices and your monthly billing statement will be delivered by the method you choose.

5. If we have more than one clinic will all our transactions for the month appear on the consolidated statement?

Each clinic is usually treated as a separate entity with a unique account number. However, if the clinics operate and order under one account with IDEXX, all transactions for all clinics will be shown on one consolidated statement.

6. Can I automatically pay my bill each month?

Yes, IDEXX offers autopay, which automatically charges your credit card each month for the amount due. You will never have to worry about making your payments on time and you will still receive a statement showing all your transactions for the month for your records. If you have any questions about a payment, IDEXX customer support can offer any billing assistance you need. To set up autopay, contact IDEXX Customer Support at 1-800-814-1147. You must complete a set up form and return it to IDEXX by mail or by fax.

7. Will services that are on autopay appear on the monthly billing documents?

Yes, transactions via the autopay service will appear as both a new charge and a payment on the monthly statement and will be reflected in the consolidated summary.

Invoice Questions and Answers**1. Will I receive an invoice for each order I place?**

Yes, each order will create an invoice. However, all invoices issued on the same day with the same remittance address will be delivered in the same envelope. So you will receive fewer pieces of mail from IDEXX, but more items may be contained in each envelope.

2. Will the invoice identify credits, including credit card payments and other credits and discounts?

If you purchase IDEXX companion animal products, the new invoice will include down payments, prepaid items and IDEXX Points, SNAP Up The Savings™ or rental credits. If you have directed us to use a credit card for the order, the invoice will indicate that no payment due. As a result, the invoice you receive will more accurately reflect the balance due for the items included on that invoice.

3. What is the final balance due?

The total balance due on the invoice is the total of all items purchased on that invoice, plus any tax and shipping or other fees, less down payments or credits for IDEXX Points, SNAP Up The Savings™ or other discounts due from IDEXX. It is the amount you are obligated to pay to fully settle the invoice.

4. What are autopayments, and when are they charged to my credit card?

Autopayments are credit card payments prearranged to occur as a regular payment for IDEXX invoices. Autopayments are charged to the customer's specified credit card within the first 10 days of the month.

5. How do I sign up for autopay?

Autopay automatically charges your credit card each month for the amount due. You will never have to worry about making your payments on time and you will still receive a statement showing all your transactions for the month for your records. If you have any questions about a payment, IDEXX customer support can offer any billing assistance you need. To set up autopay, contact IDEXX Customer Support at **1-800-814-1147**. You must complete a set up form and return it to IDEXX by mail or by fax.

6. Where do I remit my payment?

The remittance address is preprinted on the remittance section of the invoice. Insert the remittance section into the remittance envelope so that the address is displayed in the window. If you have lost the remittance section of the invoice, visit the support main page or contact IDEXX Customer Service at **1-800-814-1147**. Please be sure your account number is clearly indicated on your payment.

7. Will the invoice identify the bill-to and ship-to parties?

Yes, if you have a billing address that is different from the delivery address, both will appear on the new invoice.

8. Will the description on the invoice accurately identify the product ordered?

The description of the products ordered will be identified on the invoice and will be consistent in format for all products and/or services purchased from IDEXX.

9. Will the invoice for Canada be in Canadian dollars?

All invoices to Canada will be in Canadian dollars (\$ Can). Invoices in Canadian dollars (\$ Can) cannot be paid in U.S. dollars. Please call IDEXX Customer Service at the number indicated on your invoice if you have questions about our payment policy.

10. Can I receive the invoice in a format other than mail?

Yes, you can choose to receive the invoice by mail, email or fax. You can select which format you want by going to idexx.com/statementform and providing the information requested. If you select an email format, an authentication email will be sent to you. Your selection of the email format will take affect as soon as you click the link provided in the authentication email. If you choose to receive invoices by fax, you will begin receiving them the next business day. At this time, monthly billing for IDEXX Reference Laboratories and IDEXX Telemedicine will continue to be available only by U.S. mail. We expect to make these bills available via other formats later in 2004.

11. What forms of payment do you accept?

For U.S. orders, IDEXX accepts company or personal checks, MasterCard®, VISA® and American Express®, as well as payments by wire. For orders from Canada, IDEXX accepts company or personal checks, MasterCard® and VISA®. We cannot accept cash via the mail.

12. What are your terms and conditions of sale?

The terms and conditions of sale that accompany your invoice or otherwise accepted by you for email or fax invoices govern your transaction with IDEXX. View the Companion Animal businesses terms and conditions of sale. If you have questions about these terms and conditions, please contact IDEXX Customer Service at the number indicated on your invoice or found on the IDEXX Support page.

13. As a veterinary customer, how do I know what I have paid by IDEXX Points?

Each invoice will show credits based on points redeemed from the IDEXX Points program. IDEXX also provides a separate quarterly statement for this program.

14. Do I have to pay sales tax on items I order from IDEXX?

The determination as to whether or not a purchase is subject to sales tax is dependent on many factors. IDEXX may be required to collect sales tax from you by the states in which we operate. The taxability of your purchase may be affected by your providing us with a valid exemption certificate or by the laws in your state pertaining to the type of product or service you have purchased.

15. What is an EMA?

EMA stands for “extended maintenance agreement,” a maintenance contract for IDEXX diagnostic equipment, testing equipment, computer systems and software. EMA fees are billed quarterly in advance and cover the three months following the date of the invoice, or monthly in advance covering the following 30 days. The contract dates and coverage period are indicated in the description section of the invoice.

16. Can I pay only part of the charge indicated on the invoice?

The total due is the amount of your obligation to IDEXX. If you have questions about any item on any invoice, please contact IDEXX Customer Service at the number indicated on your invoice for clarification and resolution.

17. Why are there so many different IDEXX entities identified on the invoice?

IDEXX has several business units that warehouse and ship products from different locations. As a result, invoices often identify different IDEXX businesses. Your new invoice will include only the contact information for the specific IDEXX business that is responsible for the products you ordered.